

## SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **SUPERVISING DISPATCHER**

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Jurisdictional Class: **Competitive**

Date Adopted: **May 30, 2003**

Date Revised:

Jurisdictions: **County**

Union Status: **Deputy Sheriff's Association**

Pay Grade: **(Undetermined)**

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**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional, administrative position overseeing the Communications division of the Sheriff's office, which is the county 911 Public Safety Answering Point. The incumbent oversees the receipt of emergency and non-emergency calls from the public, the efficient relay of information to public safety provider units, and the dispatch of personnel and equipment. This job involves an unusual working environment, which includes high stress, dealing with life and death situations and the need to remain calm in an emergency. The incumbent works under the general direction of the Sheriff and is given wide latitude for independent decision making and must exercise good judgment in response to emergency situations. Direct supervision is exercised over Emergency Services Dispatchers. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Recommends policies and sets standards to provide adequate and secure communications facility;

Reviews overall efficiency of the communications division and makes recommendations for change in equipment, personnel and/or operations;

Insures that relevant policies are implemented and followed by subordinate staff;

Ensures the E-911 center is in compliance with local, state and federal statutes;

Performs managerial duties such as hiring recommendations, scheduling, assigning work, performance evaluations and discipline;

Provides for training department employees in procedures and in the most efficient use of all communications equipment;

Operates radio, telephone, and computer equipment to communicate with necessary emergency personnel;

Prepares, reviews and updates all contractual agreements relative to the communications division;

Reports problems with equipment and insures that problems are corrected;

Collaborates with Sheriff in formulation of annual budget report; maintains budget lines during the year;

Acts as liaison with relevant agencies, providers and officials by attending meetings, addressing public groups and resolving conflicts related to dispatch operations;

Ensures proper security and retention of dispatch equipment and records;

Prepares, reviews and examines a variety of records and reports.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of the principles and practices of emergency services dispatching; good knowledge of emergency services terminology, procedures and equipment; good knowledge of the principles and practices of supervision and management; excellent inter-personal skills; good fiscal management skills; ability to work well in crises situations; clerical aptitude; good judgment; ability to communicate well, both verbally and in writing.

Last Reviewed: n/a

Last Updated: n/a

Reviewed By: n/a

Last Reallocated: n/a

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### **MINIMUM QUALIFICATIONS:**

- (A) A Bachelor's degree in Telecommunications, Communications Technology or a closely related field and two (2) years of supervisory experience; **OR**
- (B) An Associate's degree in Telecommunications, Communications Technology or a closely related field, and (1) one year of experience in emergency services dispatching, and two (2) years of supervisory experience; **OR**
- (C) A high school diploma or equivalency, and three (3) years of experience in emergency services dispatching, and two(2) years of supervisory experience; **OR**
- (D) An equivalent combination of experience and training as defined by the limits of (A) through (C) above.

**NOTE:** Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT and a higher level of education can be pro-rated for experience up to a year.

**NOTE:** Must possess NYSPIN certification at time of appointment.